



PATENT  
Attorney Docket No.: NUASI-00101

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	) Group Art:
Carl Schoeneberger et al.	) Examiner:
Serial No.: 10/632,615	) <b><u>TRANSMITTAL LETTER</u></b>
Filed: July 31, 2003	) 162 N. Wolfe Road
For: <b>CONTACT CENTER</b>	) Sunnyvale, CA 94086
<b>ARCHITECTURE</b>	) (408) 530-9700
	) Customer Number 28960

Commissioner of Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Enclosed please find a Information Disclosure Statement, a Certification pursuant to 37 C.F.R. § 1.97(e) for the Information Disclosure Statement, and Form PTO-1449, including copies of the references contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

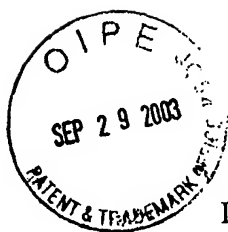
Dated: 9-23-03

By: Thomas B. Haverstock  
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR § 1.8(a))  
I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the:  
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Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP.  
Date: 9-26-03 By: Juan S. Pizarro



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Carl Schoeneberger et al.	)	Examiner:
Serial No.: 10/632,615	)	<b><u>CERTIFICATION FOR</u></b>
Filed: July 31, 2003	)	<b><u>INFORMATION DISCLOSURE</u></b>
For: <b>CONTACT CENTER</b>	)	<b><u>STATEMENT UNDER 37 CFR § 1.97(e)</u></b>
<b>ARCHITECTURE</b>	)	162 North Wolfe Road
	)	Sunnyvale, CA 94086
	)	(408) 530-9700

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

This certification is being made for the Information Disclosure Statement accompanying this certification.

**Certification**

I hereby certify that the attached two (2) references contained in this information disclosure statement were cited within an International Search Report (ISR) mailed on August 1, 2003. **Accordingly, the references contained in the information disclosure statement were cited in a communication from a foreign patent office in a counterpart application not more than three months prior to the filing of the statement. 37 C.F.R. 1.97(e)(1).**

**Identification of Person Making Certification**

The person making this certification is the attorney who signs below on the basis of the information in the attorney's file.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 9-23-03

By: Thomas B. Haverstock  
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicants

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HAVERSTOCK & OWENS LLP.

Date: 9-26-03 By: John D. Rozman



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Carl Schoeneberger et al.

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For: **CONTACT CENTER  
ARCHITECTURE**

) Group Art:

) Examiner:

) **INFORMATION DISCLOSURE  
STATEMENT**

) 162 N. Wolfe Road  
) Sunnyvale, CA 94086  
) (408) 530-9700

Commissioner of Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citations listed below, copies attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

- European Publication No. EP 1 016 998 A2; and
- PCT Publication No. WO 99/65214.

This Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 9-23-03

By: Thomas B. Haverstock  
Thomas B. Haverstock  
Reg. No.: 32,571

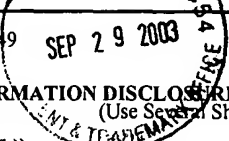
Attorneys for Applicants

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HAVERSTOCK & OWENS LLP.

Date: 9-26-03 By: John D. Raczka

FORM PTO-1449 (Modified)				U.S. Department of Commerce Patent and Trademark Office		Attorney Docket No.: NUASI-00101		Serial No.: 10/632,615			
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> (Use Separate Sheets If Necessary)								Applicant: Carl Schoeneberger et al.			
(37 CFR § 1.98(b))								Filing Date: July 31, 2003		Group Art Unit:	
<b>U.S. PATENT DOCUMENTS</b>											
Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date				
		AA									
		AB									
		AC									
		AD									
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<b>FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS</b>											
		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation				
							Yes	No			
		AK	EP 1 016 998 A2	05/07/00	EP	G06F	17/60		X		
		AL	WO 99/65214	12/16/99	PCT	H04M	3/46		X		
		AM									
		AN									
		AO									
<b>OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)</b>											
		AP									
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		BE									
		BF									
Examiner:					Date Considered:						
<b>EXAMINER:</b> Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.											